

GAS NEW CONNECTIONS INFORMATION FOR THE SOUTH GIPPSLAND REGION



To arrange a gas new connection, here is what you'll need to do:

1. Talk to a Plumber/Gas fitter

Before you can arrange to get gas connected you need to speak to a plumber/gas fitter who will give you an idea of the costs involved in converting your appliances to gas.

If you wish to proceed, they will need to give you:

- Their Plumber's Licence Number
- An estimate of the 'MJ rating' for your house/site
- Certificate of Compliance number (*plumber may not provide this for a Connect Pipes Request but will need to provide before gas can be turned on: refer step 4 below*)

2. Complete and return a New Gas Connection Request form

You can download a copy of this form from our website at redenergy.com.au/sgg

Please complete ALL sections of this form making sure you include the above details provided by your plumber. And be sure to indicate whether the request is for a i) Connect pipes request, ii) Turn on gas request or, iii) Estimate request.

Once we receive your completed form, we will request the Distributor for your local area to arrange your new gas pipes to be connected to your house / site. If the gas pipes have already been connected, and you only require gas to be turned on, proceed to step 3.

If you do not yet have the gas mains installed in your street, but you would like an estimate of the costs involved to connect your property/street to gas, please tick the "Estimate Request Only" box at the top of the form.

Our Connection Fee for new gas connections is \$75.00. This will be invoiced on your first gas bill from Red Energy. However, if you also have an electricity account for your property with Red Energy, we will waive this fee.

If there are any other costs involved in arranging your gas connection, don't worry, we'll contact you before proceeding any further.

Return the form to Red Energy at: PO Box 4136, East Richmond, VIC 3121, or
Fax it to us on 1300 66 10 86.

3. Complete and return a Gas Supply Agreement form.

Residential Gas Supply Agreement
Business Gas Supply Agreement

Whilst we can arrange for the pipes to be connected without this, you must have a gas supply agreement with us before we can arrange to have your gas turned on.

You can download a copy of these forms from our website at redenergy.com.au/sgg

The Gas Supply Agreement includes the **Product and Pricing Schedule** which sets out our applicable tariffs and our **Customer Charter** sets out our terms and conditions for energy supply. Please complete this Agreement, including selecting which contract option you would prefer and sign and return it to us at the above address or fax number.

Please note there is a **Residential** and **Business** version of this Agreement. If your gas supply will be to your house, please complete the **Residential** version. However, if the gas supply will be to business premises, please complete the **Business** version.

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4. Contact your plumber to organise a Turn on Gas Request

When the Distributor has connected the gas pipes from the street to your house and you contact your plumber/gas fitter to arrange for the gas meter to be installed, we'll also need the Certificate of Compliance ("COC") number from your plumber / gas fitter if you haven't already provided us with one. If you have a copy of the COC please send it to us.

If you have any questions please call us on 131 806, we're always happy to help. Our team is available Monday to Friday 8am to 8.30pm and Saturday 9am to 5.30pm. For any further information on gas new connections in the area, please call Multinet Gas on 1300 131 689 or visit multinetgas.com.au.